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Telecopy Transmittal

Technology Center 2100

DATE: Friday, April 23, 2004 8:56:22 AM

Total Pages Including Cover: 06

To: Office of Initial Patent Examination

Telecopy #: 17037469195 Phone #:

Client/Matter #: 22171.177

FROM: Gayle Conner

Haynes and Boone, LLP

Direct Phone #: 972-739-8655

2505 N. Plano Road, Suite 4000

Richardson, TX 75082-4101

Main Phone #: (972) 680-7550

Main Fax #: (972) 680-7551

Direct Fax #: 972-692-9103

Should you have any problems with this transmittal, please call 972-739-8655.

MESSAGE:

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HAYNES AND BOONE, LLP

April 23, 2004

VIA FACSIMILE - 1-703-746-9195

**Office of Initial Patent Examination's Filing Receipt Corrections
Commissioner for Patents
PO Box 1450
Arlington, VA 22313-1450**

Re: United States Patent Application 09/735,427, filed December 12, 2000
In re Applicant: Holden et al.
Entitled: System and Method for Dynamic Queuing in an Automatic Call Distributor
Attorney Docket Number: 22171.177.02

Dear Sir or Madam:

Attached is a copy of the official filing receipt received from the United States Patent and Trademark Office in the above-identified patent application in which issuance of a corrected filing receipt is respectfully requested.

Under "Domestic Priority data as claimed by applicant", please correct the serial number to read "60/174,119" and the filing date to read "12/31/1999". An updated Application Data Sheet has been enclosed. Additionally, a copy of the Supplemental Declaration, filed under separate cover, is enclosed for your reference.

Applicants respectfully request approval.

Very truly yours,

David L. McCombs
Attorney for Applicants
Registration Number 32,271
[214] 651-5533 Direct Telephone
David.McCombs@HaynesBoone.com

DLM/lah/gc
Attachments
D1235311.1

Certificate of Facsimile	
I hereby certify that this paper is being facsimile transmitted to the Commissioner for Patents in the United States Patent and Trademark Office on the date shown below.	
Facsimile No: <u>1-703-746-9195</u>	
Date: <u>4-23-04</u>	
<u>Gayle Conner</u>	

Attorneys

901 Main Street Suite 3100 Dallas, Texas 75202-3789
Telephone (214) 651.5000 Fax (214) 651.5940 <http://www.haynesboone.com>

AUSTIN DALLAS FORT WORTH HOUSTON RICHARDSON SAN ANTONIO WASHINGTON, D.C. MEXICO CITY



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE RECD	ATTY.DOCKET.NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/735,427	12/12/2000	2153	1130	11433RRUS01U/22171.177	3	30	8

**David L. McCombs
Haynes and Boone, LLP
901 Main Street, Suite 3100
Dallas, TX 75202-3789**

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JUL 05 2001

HAYNES & BOONE L.L.P.

CONFIRMATION NO. 5622

CORRECTED FILING RECEIPT

"OC000000008247963"

"OC000000008247963"

Date Mailed: 07/02/2001

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

**Mark J. Holden, Allen, TX;
Scott L. Orton, Allen, TX;**

Domestic Priority data as claimed by applicant

THIS APPLN CLAIMS BENEFIT OF 60/174,499 01/23/2000
(*) Data Inconsistent with PTO records.

Foreign Applications

If Required, Foreign Filing License Granted 02/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

Early Publication Request: No

Title

System and method for dynamic queuing in an automatic call distributor

CODE	DATE	ACTION
ASS	10.23.01	AWAITING CORRECTED RECORDED ASSIGNMENT
AOA	12.17.02	AWAITING OFFICE ACTION

Application Data Sheet

Application Information

Application Number:: 09/735427
Filing Date:: 12/12/2000
Application Type:: Regular
Subject Matter:: Utility
Group Art Unit:: 2151
Title:: System and Method for Dynamic Queuing in an Automatic Call Distributor
Attorney Docket Number:: 22171.177.02
Request for Early Publication?:: No
Request for Non-Publication?:: Yes
Total Drawing Sheets:: 3
Small Entity:: No
Petition Included?:: No

Applicant Information

Applicant Authority Type:: Inventor
Primary Citizenship Country:: Canada
Status:: Full Capacity
Given Name:: Mark
Middle Name:: J.
Family Name:: Holden
City of Residence:: Allen
State or Province of Residence:: TX
Country of Residence:: United States
Street of Mailing Address:: 810 Fairwood Drive
City of Mailing Address:: Allen
State or Province of Mailing Address:: TX

Country of Mailing Address:: US

Postal or Zip Code of Mailing Address:: 75002

Applicant Authority Type:: Inventor

Primary Citizenship Country:: US

Status:: Full Capacity

Given Name:: Scott

Middle Name:: L.

Family Name:: Orton

City of Residence:: Allen

State or Province of Residence:: TX

Country of Residence:: United States

Street of Mailing Address:: 1204 Edgewood Lane

City of Mailing Address:: Allen

State or Province of Mailing Address:: TX

Country of Mailing Address:: US

Postal or Zip Code of Mailing Address:: 75013

Correspondence Information

Correspondence Customer Number:: 27683

Phone Number:: 214-651-5533

Fax Number:: 214.200.0853

E-Mail Address:: ipdocketing@haynesboone.com

Representative Information

Representative Customer Number::	27683
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Domestic Priority Information

Application::	Continuity Type::	Parent Application::	Parent Filing Date::
This Application	claims benefit of	60/174119	12/31/1999

Assignee Information

Assignee Name:: Nortel Networks Limited
Street of Mailing Address:: 2351 Boulevard Alfred-Nobel
City of Mailing Address:: St. Laurent
State or Province of Mailing Address:: Quebec
Country of Mailing Address:: Canada
Postal or Zip Code of Mailing Address:: H4S 2A9